

Pearson BTEC Level 3 Nationals Extended Diploma

Window for supervised period:

Monday 25 April 2022 - Monday 16 May 2022

Supervised hours 8 hours

Paper
reference

20161K

Information Technology

UNIT 14: IT Service Delivery

Part B

You must have:

Outline_Service_Strategy.rtf, Define_IT_Service_Catalogue.rtf,
IT_Service_Management_Implications.rtf

Instructions

- You will need your research notes from **Part A** (Maximum two A4 sides hard copy).
- **Part A** should be completed before attempting **Part B**.
- **Part B** contains material for the completion of the set task under supervised conditions.
- **Part B** must be taken at any time during the period timetabled by Pearson.
- **Part B** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** should be kept securely until the start of the 8-hour supervised assessment period.
- This booklet should not be returned to Pearson.
- Answer all activities.

Information

- The total mark for this paper is 68.

Turn over ►

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Instructions to Invigilators

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

The set task must be carried out under supervised conditions.

Electronic templates for activities 1, 2 and 5 are available on the website for centres to download for learner use.

The set task can be completed in more than one supervised session.

Learners can take a maximum of two sides hard copy individually prepared A4 research notes into **Part B** of the set task, as stated in **Part A**.

Learners must complete this task on a computer using the templates provided and appropriate software. All work must be saved as PDF documents for submission.

Learners must save their work regularly and ensure that all materials can be identified as their work.

Centres are free to arrange the supervised assessment period how they wish provided the 8 hours for producing final outcomes are under the level of control specified, and in accordance with the conduct procedures.

Invigilators may clarify the wording that appears in this task but cannot provide any guidance in completion of the task.

Invigilators should note that they are responsible for maintaining security and for reporting issues to Pearson.

Learner notes will be retained securely by the centre after **Part B** and may be requested by Pearson if there is suspected malpractice.

Maintaining Security

- Learners must not bring anything into the supervised environment or take anything out.
- Centres are responsible for putting in place appropriate checks to ensure that only permitted material is introduced into the supervised environment.
- Internet access is not permitted.
- Learner work must be regularly backed up. Learners should save their work to their folder using the naming instructions indicated in each activity.
- During any permitted break, and at the end of the session, materials must be kept securely and no items removed from the supervised environment.
- Learners can only access their work under supervision.
- User areas must only be accessible to the individual learners and to named members of staff.
- Any materials being used by learners must be collected in at the end of each session, stored securely and handed back at the beginning of the next session.

Outcomes for Submission

Each learner must create a folder to submit their work. Each folder should be named according to this naming convention:

[Centre #]_[Registration number #]_[surname]_[first letter of first name]

Example: Joshua Smith with registration number F180542 at centre 12345 would have a folder titled

12345_F180542_Smith_J

Each learner will need to submit 5 PDF documents, within their folder, using the file names listed.

Activity 1: activity1strategy_[Registration number #]_[surname]_[first letter of first name]

Activity 2: activity2catalogue_[Registration number #]_[surname]_[first letter of first name]

Activity 3: activity3solution_[Registration number #]_[surname]_[first letter of first name]

Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

An authentication sheet must be completed by each learner and submitted with the final outcomes.

The work should be submitted no later than 18 May 2022.

Instructions for Learners

Read the set task brief carefully.

Plan your time carefully to allow for the preparation and completion of all the activities. Your centre will advise you of the timing for the supervised period.

Internet access is not allowed.

You will complete this set task under supervision and your work will be kept securely at all times.

You must work independently throughout the supervised assessment period and must not share your work with other learners.

Refer to any preparatory work from **Part A** to complete **Part B** set task. This material must be in a hard copy format.

Outcomes for Submission

You must create a folder to submit your work. Your folder should be named according to this naming convention:

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Activity 4: activity4evaluation_[Registration number #]_[surname]_[first letter of first name]

Activity 5: activity5implications_[Registration number #]_[surname]_[first letter of first name]

You must complete an authentication sheet before you hand your work in to your Invigilator.

Set Task Brief

Warrington Boats is a boat hire company based on the Manchester Ship Canal. The company is a small family business that offers boats for hire for canal cruises and holidays. It also hires some static boats for canal-based accommodation.

The company owns a marina where the boats are based. It also has workshops, storage facilities and offices at the marina.

The company employs 23 members of staff. Some of the staff work part-time.

There is a full-time office manager. There are part-time administration assistants who deal with the general administration of the company, including financial administration, as well as the bookings for boats.

The office manager is responsible for staff work rotas for all staff in the company. The staff may obtain their work rota from one of the administration assistants.

The workshop manager is responsible for the marina compound, overseeing maintenance activities, the workshops and storage facilities as well as having overall responsibility for health and safety in the company.

There are maintenance staff who perform a variety of duties in relation to maintaining the marina and the boats. Preparation staff prepare the boats for rental.

The company has a website that provides information about the boats that can be hired. It has an online booking form that can be sent to the company to request a booking. The website is hosted by a web hosting service provider.

The computing facilities in the company consist of a fileserver with a PC used by the office manager and three PCs available to the administration assistants. One of the three PCs is located in the reception area. All the PCs have internet access.

The workshop manager, workshop assistant manager, maintenance staff and supervisors have access to laptop computers. These computers have issues with the Wi-Fi link to the main administration building. Sometimes the staff have to bring the laptops to the main administration building to gain internet access as well as accessing files on the file server.

Most of the IT equipment has been in place for several years and is due to be upgraded or replaced, as necessary.

The full-time office manager and part-time administration assistants are located in the main administration building. There is an office for the office manager and a general office that includes the reception area for the company.

The workshop manager and assistant workshop manager share an office located in the workshop. The supervisors share another office in the workshop.

Warrington Boats

Location	Manchester Ship Canal, Warrington
Number of on-site staff - 23	<p>Office Manager (1)</p> <p>Administration Assistants (4 part-time)</p> <p>Workshop Manager (1)</p> <p>Workshop Assistant Manager (1)</p> <p>Maintenance Staff (6)</p> <p>Preparation Staff Supervisors (2)</p> <p>Preparation Staff (8 part-time)</p>
Staff information	<p>Office Manager</p> <ul style="list-style-type: none"> • Supervises the running of the boat hire company • Hires staff • Organises staff rotas • Manages the payroll • Supervises the website content. <p>Administration Assistants</p> <ul style="list-style-type: none"> • Take bookings for boat hire • Process payments • General office administration • Reception duties relating to customer bookings. <p>Workshop Manager</p> <ul style="list-style-type: none"> • Prioritises maintenance activities to be undertaken • Authorises maintenance tasks to be completed • Designated Health and Safety Officer • Generates purchase requisitions. <p>Workshop Assistant Manager</p> <ul style="list-style-type: none"> • Allocates maintenance tasks • Identifies staffing requirements for maintenance and preparation of boats • Does the stocktaking. <p>Maintenance Staff</p> <ul style="list-style-type: none"> • Perform authorised maintenance tasks • Move the boats to where they are needed. <p>Preparation Staff Supervisors</p> <ul style="list-style-type: none"> • Liaise with administration staff to establish which boats need to be prepared for rental • Allocate staff to prepare boats for customers • Supervise the preparation of boats for customers. <p>Preparation Staff</p> <ul style="list-style-type: none"> • Prepare boats for customers • Identify maintenance to be carried out on boats.

The premises include:

General office

- Office Manager – 1 dedicated desktop computer
- Administration Assistants – 2 shared desktop computers
- Reception area – 1 desktop computer

General office annexe

File server is located in the annexe which is accessed via the General Office.

Workshop office

- Workshop Manager – 1 dedicated laptop computer
- Workshop Assistant Manager – 1 dedicated laptop computer

Workshop

- Maintenance Staff – 2 shared laptop computers

Supervisors' office

- Supervisors – 1 shared laptop computer

At the moment no staff have access to any tablet devices. However, most of the information relating to boat bookings and maintenance would be accessed on tablet devices in the upgraded IT system.

The marina has berths for 30 boats used for cruising and five berths for the static boats.

In the future Warrington Boats is looking to improve systems by providing:

- an updated website to include online boat bookings with real-time availability
- GPS tracking for the location of boats
- a staff rota management system that provides access to rotas for staff using their own mobile devices.

Part B Set Task

You must complete ALL activities within the set task.

Produce your documents using a computer.

Save your documents in your folder ready for submission using the formats and naming conventions indicated.

Read the Set Task carefully before you begin and the hard copy notes of any preparatory work completed in **Part A**. Reading time is included in the overall assessment time.

Warrington Boats has employed you to design an IT service solution by applying the IT service delivery life cycle. You should consider alternative solutions and the delivery implications these solutions may have on the current and future needs of the company.

Activity 1: Outline IT service strategy

Produce an outline IT service strategy using the template **Outline_Service_Strategy.rtf** for Warrington Boats' current and future needs.

Your service strategy should:

- identify Warrington Boats' IT service and/or process requirements
- prioritise the IT service and/or process requirements in relation to the needs of the company, employees and customers
- justify how you have prioritised the IT service and/or process requirements.

Save your completed service strategy as a PDF in your folder for submission as **activity1strategy_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 1 = 8 marks)

Activity 2: IT service catalogue

Produce an IT service catalogue by defining the individual IT services for the current and future IT requirements for each given function of the company. Use the template **Define_IT_Service_Catalogue.rtf**

Save your completed IT service catalogue as a PDF in your folder for submission as **activity2catalogue_[Registration number #]_[surname]_[first letter of first name]**

You are advised to spend 1 hour on this activity.

(Total for Activity 2 = 8 marks)

Activity 3: IT service delivery solution

Produce a design for an IT service delivery solution that will meet the current and future needs of Warrington Boats, its employees and customers.

You should include:

- information requirements
- data requirements
- hardware and software service options
- managing infrastructure and users.

Your design evidence must contain a combination of written, tabular and annotated diagrammatic information and may consist of more than one document. There is no single preferred method of presenting this evidence.

Save your completed design as a PDF in your folder for submission as **activity3solution_[Registration number#]_[surname]_[first letter of first name]**

You are advised to spend 3 hours on this activity.

(Total for Activity 3 = 20 marks)

Activity 4: Management report evaluating the solution

Produce a report that evaluates the appropriateness of the solution you designed in Activity 3 in relation to the current and future IT service delivery requirements of Warrington Boats.

It should include:

- an assessment of the appropriateness of your solution
- a comparison with alternative solutions that could be used
- a rationale for choosing your solution over the alternatives.

Save your completed management report as a PDF in your folder for submission as **activity4evaluation_[Registration number#]_[surname]_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 4 = 12 marks)

Activity 5: IT service management implications report

Produce a report using the template **IT_Service_Management_Implications.rtf**

Analyse the IT service management implications for Warrington Boats of the solution you have designed.

Your report should cover the IT service management implications of the following areas:

- implementing your solution and delivering the company's services and products
- managing and supporting the company's employees
- managing and supporting the company's customers
- managing the company's IT assets.

Think about how each area will be affected by:

- constraints, such as legal requirements, security issues, resource limitations
- changes in the company's aims, products and services.

Save your completed implications report as a PDF in your folder for submission as **activity5implications_[Registration number#]_[surname]_[first letter of first name]**

You are advised to spend 1 hour and 30 minutes on this activity.

(Total for Activity 5 = 16 marks)

TOTAL FOR TECHNICAL LANGUAGE IN TASK = 4 MARKS

TOTAL FOR TASK = 68 MARKS